

Practical approach toolkit: Ensuring providers have a voice at the table overview

Who is the toolkit for?

It's for organisations responsible for bringing adult social care providers into local or national planning discussions.

Based on the Kent and Medway Local Skills Improvement Plan model, it shows how co-ordinated, sector specific engagement strengthens provider voice, improves skills planning and shapes decisions that affect training, pathways and long term workforce capability.

What the toolkit offers

The Kent Invicta Chamber of Commerce model demonstrates how a consistent, sector specific engagement approach elevates adult social care within local skills systems by:

- positioning adult social care as a distinct sector with unique workforce priorities
- using employer only insight to surface honest, practical intelligence from those delivering care
- building trusted relationships between providers, educators and strategic partners
- maintaining structured engagement - roundtables, events and targeted outreach - to keep insight relevant.
- ensuring employer voice directly informs LSIP priorities, actions and investment choices.

Why this approach matters

Adult social care has historically struggled to secure a reliable seat at decision making tables. Providers operate under intense pressure, often without the capacity to engage in complex planning processes. As a result, planning decisions have sometimes been shaped by assumptions rather than lived experience. A co-ordinated model ensures provider insight is heard clearly, consistently and in a way that influences practical change.

Key features include:

- **Provider-only engagement:** Safe spaces where frontline leaders can share candid, experience-led insight.
- **Trusted networks and outreach:** Connecting with smaller providers and hard-to-reach voices.
- **Frontline-focused events:** Roundtables and workshops that encourage practical discussion and problem-solving.

- **Cross-sector forums and careers activity:** Strengthening links with FE and raising the visibility of adult social care.
- **Strong sector partnerships:** Ensuring credible, validated intelligence that reflects real workforce needs.

Overarching lessons

- Recognising adult social care as a distinct sector supports clearer and more relevant decision-making.
- Strong relationships drive engagement; trust and regular communication keep providers involved.
- Frontline-led activity generates richer intelligence than data alone.
- Consistency matters - regular engagement keeps insight current and momentum high.
- Flexible frameworks scale well and can respond to varying local contexts.

Key takeaways

- Adult social care benefits from dedicated engagement methods that ensure provider voice shapes skills planning.
- A co-ordinated, sector-specific model elevates the sector and turns insight into practical action.
- Trusted networks widen reach and strengthen representation.
- Structured collaboration supports training that reflects modern care roles.
- Workforce retention improves when career pathways are informed by real provider needs.

You can find the full toolkit including the building blocks that shaped the approach and practical recommendations to help you adapt the model, alongside a recorded presentation on [our website](#). Together, these insights offer a clear pathway for strengthening adult social care provider voice and embedding it confidently in local or national initiatives.